

## **OFFICE OF THE COLLECTOR**

Fiscal Year 2005

The Collector's Office maintains the Central Service Counter in addition to the ongoing work of billing and collecting real estate and personal property taxes, water and sewer bills, ambulance bills, refuse bills and motor vehicle excise bills. This office also handles parking permits and parking tickets. The Central Services concept is quite unique in municipal government, consolidating some functions of the Town Clerk, Treasurer, Accounting and Assessors departments in a single point of service for the public and internal departments. Our Collector's Office staff, which successfully accomplishes the resulting workload, is a valuable Town asset.

In FY 05, I welcomed Jennifer Loven as Assistant Collector. Jen's five years of experience in the Department has proven invaluable to me and the rest of the fine staff in Central Services. Also new to the Department is Patricia Hanecak, by now a familiar face to many as she attends the front counter each morning.

The percentage of collections for FY 05 of the levy in taxes and utilities continues to be strong. At year's end, over 98% of the real estate and personal property commitments for FY 05 had been collected, net of abatements. This is an important rate for the fiscal health of the Town, supporting our cash flow, our ability to borrow and our bond rating. Collection in all receivable types is detailed on the following page.

We have several process improvements planned for the coming year. We plan to move the management and tracking of parking permits to our central financial database. This will streamline our inquiry and payment entry functions, and integrate our receivables. The result will be better service, a more efficient set-up for administrative staff and less of the budget going to the subcontractor now managing this work for us. Success in this database alignment will also allow Parking Enforcement to move to handheld violation writing devices, a further productivity gain for both enforcement and administration.

We also plan to offer online payment by ACH (automated clearing house) and credit card, in response to frequent taxpayer and parking ticket payer requests.

Respectfully submitted,

Claire McGinnis  
Town Collector

**COLLECTOR'S FISCAL YEAR 2005 TOWN REPORT**

	<b>TAX RATE</b>	<b>UNCOLLECTED BALANCE JULY 1,2004</b>	<b>COMMITMENTS</b>	<b>LESS ABATEMENTS &amp; TRANSFERS</b>	<b>TRANSFERS TO TAX TITLE- DEFERRED TAX</b>	<b>LESS COLLECTIONS</b>	<b>UNCOLLECTED BALANCE JUNE 30,2005</b>
<b>REAL ESTATE</b>							
FY 98	19.20	\$311				\$311	\$0
FY 99	19.98	\$1,189				1,189	0
FY 00	19.67	\$1,170				1,170	0
FY 01	19.66	\$0					0
FY 02	19.00	\$5,007				5,007	0
FY 03	17.11	\$28,427			4,704	20,680	3,044
FY 04	17.40	\$335,464		24,259	49,635	244,236	17,335
FY 05	16.69		27,986,917	134,969		27,485,649	366,299
		<u>\$371,568</u>	<u>\$27,986,917</u>	<u>\$159,227</u>	<u>\$54,339</u>	<u>\$27,758,240</u>	<u>\$386,678</u>
<b>OTHER REAL ESTATE</b>							
<b>TAX TYPES</b>							
Supplemental Taxes		\$9,839	\$20,187	\$1,079		\$28,947	\$0
Rollback Taxes		\$0	26,208			26,208	0
ProForma/ProRata		\$1,048	6,334			4,215	3,167
		<u>\$10,887</u>	<u>\$52,729</u>	<u>\$1,079</u>	<u>\$0</u>	<u>\$59,370</u>	<u>\$3,167</u>
<b>PERSONAL PROPERTY</b>							
FY 99	19.98	\$0					\$0
FY 00	19.67	\$0					0
FY 01	19.66	\$0					0
FY 02	19.00	\$384				35	349
FY 03	17.11	\$1,108				111	997
FY 04	17.40	\$8,080		959		3,933	3,188
FY 05	16.69		615,689	749		613,340	1,600
		<u>\$9,571</u>	<u>\$615,689</u>	<u>\$1,708</u>	<u>\$0</u>	<u>\$617,418</u>	<u>\$6,134</u>
<b>MOTOR VEHICLE EXCISE</b>							
FY 97	25.00	0					\$0
FY 98	25.00	21,070				249	20,821
FY 99	25.00	21,520				798	20,722
FY 00	25.00	23,791				655	23,136
FY 01	25.00	23,937		105		1,487	22,346
FY 02	25.00	24,719		622		3,903	20,194
FY 03	25.00	31,929	18,307	14,513		13,828	21,895
FY 04	25.00	81,536	282,257	48,060		274,091	41,642
FY 05	25.00	0	1,413,164	124,182		1,179,227	109,756
PRIOR YEARS		0	0	0	0	656	0
		<u>\$228,501</u>	<u>\$1,713,729</u>	<u>\$187,482</u>	<u>\$0</u>	<u>\$1,474,893</u>	<u>\$280,511</u>
<b>WATER</b>							
RATES		\$458,270	\$2,952,890	\$66,050		\$2,966,936	\$378,174
LIENS		\$3,064	46,402			37,856	11,610
		<u>\$461,333</u>	<u>\$2,999,293</u>	<u>\$66,050</u>	<u>\$0</u>	<u>\$3,004,792</u>	<u>\$389,784</u>
<b>SEWER</b>							
RATES		\$397,311	\$2,491,262	\$68,344		\$2,489,149	\$331,079
LIENS		\$4,766	38,911			33,398	10,279
		<u>\$402,077</u>	<u>\$2,530,173</u>	<u>\$68,344</u>	<u>\$0</u>	<u>\$2,522,548</u>	<u>\$341,358</u>
<b>AMBULANCE</b>							
Collected after abate		\$477,277	\$1,806,942	\$638,612		\$1,325,618	\$319,989
		0				25,825	0
		<u>\$477,277</u>	<u>\$1,806,942</u>	<u>\$638,612</u>	<u>\$0</u>	<u>\$1,351,443</u>	<u>\$319,989</u>
<b>COMM. LANDFILL</b>							
REFUSE LIENS		\$4,574	\$101,953	\$135		\$100,146	\$6,245
		\$0	237			237	0
		<u>\$4,574</u>	<u>\$102,189</u>	<u>\$135</u>	<u>\$0</u>	<u>\$100,383</u>	<u>\$6,245</u>
<b>PARKING FINES</b>							
Collected after abate		\$214,208	\$179,775	\$7,320		\$160,752	\$225,911
		\$0				212	0
		<u>\$214,208</u>	<u>\$179,775</u>	<u>\$7,320</u>	<u>\$0</u>	<u>\$160,964</u>	<u>\$225,911</u>
<b>COMMUNITY</b>							
PRES. ACT	FY 02	11				\$11	(\$0)
	FY03	42				42	(0)
	FY04	1,807	0	264	300	1,164	79
	FY05		184,935	1,138		181,799	1,998
		<u>\$1,860</u>	<u>\$184,935</u>	<u>\$1,403</u>	<u>\$300</u>	<u>\$183,017</u>	<u>\$2,077</u>

Levies with zero balances will no longer be displayed in subsequent years.